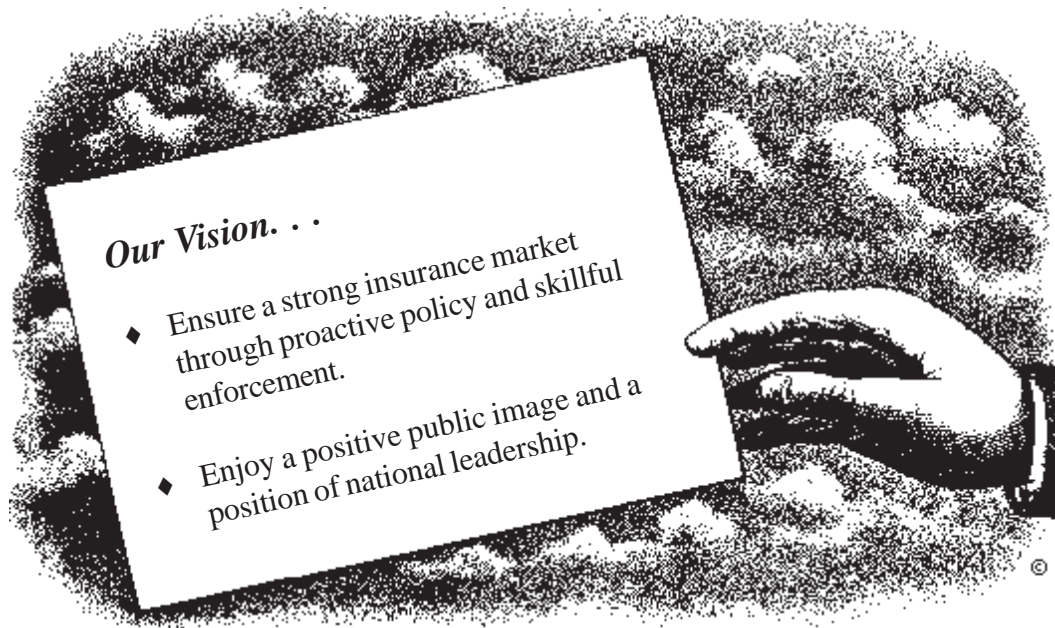


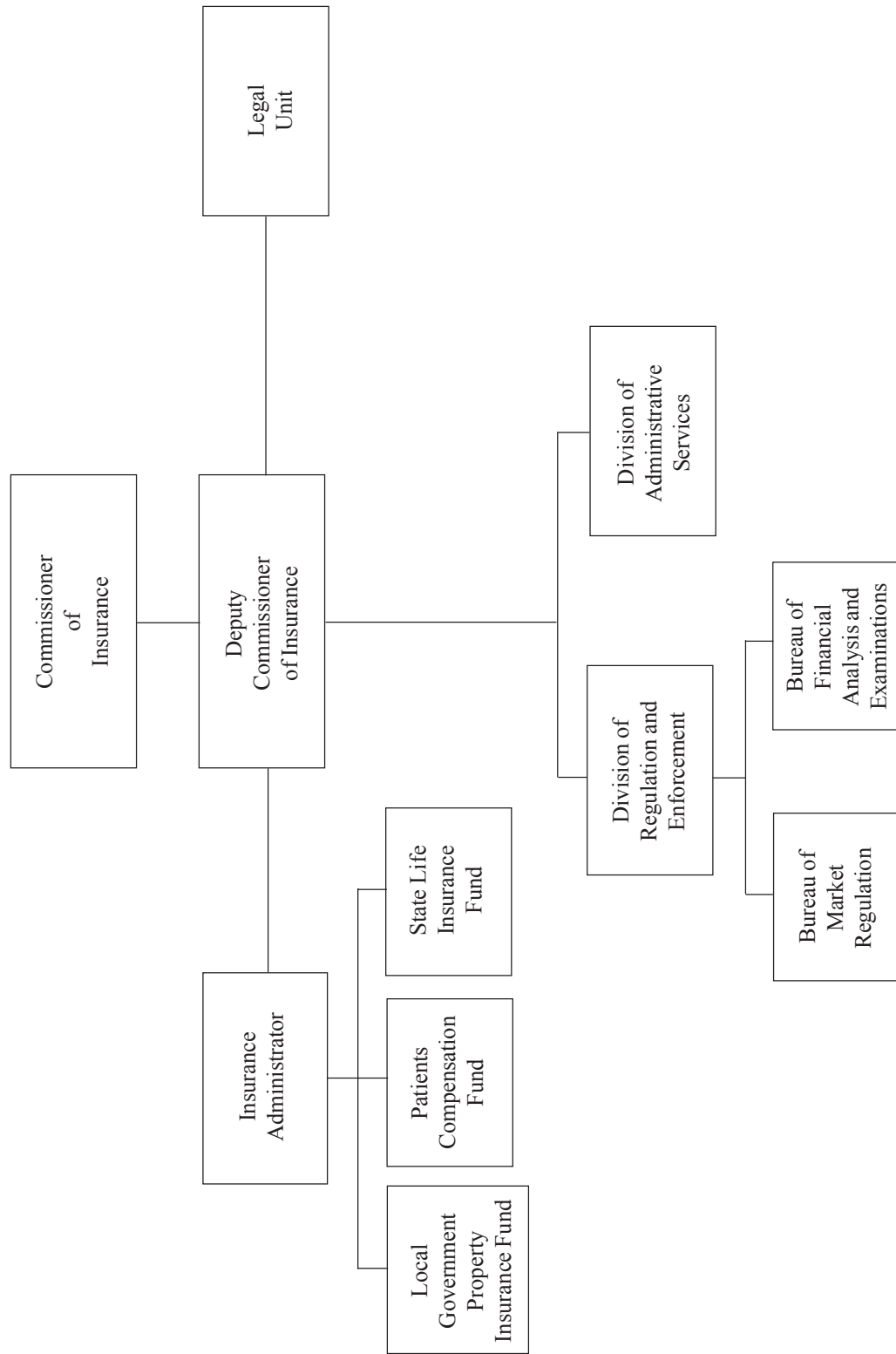
## Administration of the Office



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**Organization and Staffing of the  
Office of the Commissioner of Insurance**



## Organizational Structure

The office is divided into the Insurance Administrator area, the Legal Unit and two divisions, the Division of Regulation and Enforcement and the Division of Administrative Services.

### Insurance Administrator

This unit provides advice on executive matters affecting the office's goals and initiatives, directs the office's legislative initiatives, communications activities, and provides advice on technical insurance-related issues.

The OCI managed care specialist, who serves as an ombudsman for consumers who have questions or problems with their managed care plans, is assigned to this unit. The managed care specialist investigates complex managed care complaints received by OCI and educates consumers on their rights under managed care plans. Implementing and administering the state's independent review program is the responsibility of the managed care specialist.

This unit also has administrative responsibilities for three segregated funds: the Local Government Property Insurance Fund, the Patients Compensation Fund, and the State Life Insurance Fund.

The Local Government Property Insurance Fund offers property insurance protection to qualified local government units.

The Patients Compensation Fund provides medical malpractice protection to health care providers for claims in excess of \$1,000,000 per claim or \$3,000,000 annual aggregate for each policy year.

The State Life Insurance Fund offers life insurance to Wisconsin residents in amounts not exceeding \$10,000 per person.

### Legal Unit

The Legal Unit represents the office in administrative proceedings, provides legal advice to staff, represents or supervises representation of the office in litigation and insurance company receiverships, provides legal services for the Patients Compensation Fund, Wisconsin Health Care Liability Insurance Plan, Local Government Property Insurance Fund and State Life Insurance Fund, and develops legislative proposals and administrative rules.

### Division of Regulation and Enforcement

*Bureau of Financial Analysis and Examinations.* This bureau monitors the financial solvency of insurers licensed to do business in Wisconsin. It conducts field financial examinations of domestic insurer operations, administers insurer rehabilitations and liquidations, audits and collects insurer taxes and fees, licenses insurance companies, and administers the fire department dues program.

*Bureau of Market Regulation.* This bureau reviews the rates, forms, and contracts filed with the agency by insurers; determines compliance with applicable laws and rules; initiates appropriate administrative actions; examines insurer underwriting and rating procedures, advertising files, claims processes and policyholder services; staffs several risk-sharing plans; provides assistance to consumers in resolving problems with insurers and agents; disseminates information to the public; investigates agent activities; conducts field reviews of insurer operations; and administers the insurance intermediaries testing and licensing program.

### Division of Administrative Services

This division is responsible for all general administrative functions of the agency including information technology, budget, accounting, contracting, purchasing, human resources, facilities management, records management, mail, publications, and support services.

## Office Personnel

Jorge Gomez, Commissioner  
Randy Blumer, Deputy Commissioner

Judy Arawinko  
Bonnie Collins  
James Guidry  
Alice Shuman-Johnson

Executive Staff Assistant  
Executive Staff Secretary  
Legislative Liaison  
Attorney

### Insurance Administrator

Eileen Mallow  
Barbara Belling

Insurance Administrator  
Managed Care Specialist

### Local Government Property Insurance Fund

Danford Bubolz

Insurance Program Officer

### Patients Compensation Fund

Theresa Wedekind  
Cecelia Dobbs  
Audrey Hawk  
Jeffrey Kohlmann  
Rodney Orr  
Inez Paynter  
Thomas Raymakers

Chief  
Financial Specialist  
Program Assistant  
Insurance Program Specialist  
Regulatory Specialist  
Insurance Program Specialist  
Accountant

### State Life Insurance Fund

Mary Sprague  
Greg Luft  
Alice Sundt  
Jean Wendlick

Chief  
Accountant  
Program Assistant  
Program Assistant

### Legal Unit

Fred Nepple  
Sheila Becker  
James Harris  
Robert Luck  
Julie Walsh

General Counsel  
Legal Secretary  
Attorney  
Attorney  
Attorney

### Division of Regulation and Enforcement

Guenther Ruch  
Mary Sue Gilardi  
Betsey Rewey  
Jean Terry

Administrator  
Executive Staff Assistant  
Program Assistant  
Program and Planning Analyst

### Bureau of Financial Analysis and Examinations

Richard Anderson  
Stephen Caughill  
Lori Cretney  
Jerry DeArmond  
Sonja Dedrick  
Rebecca Easland  
Andrew Fell  
Cruz Flores  
Donald Gasser  
William Genne  
David Grinnell

Insurance Financial Examiner  
Insurance Financial Examiner Chief  
Insurance Financial Examiner  
Insurance Financial Examiner  
Insurance Financial Examiner  
Insurance Financial Examiner  
Insurance Financial Examiner  
Insurance Financial Examiner  
Insurance Financial Examiner  
Insurance Financial Examiner  
Insurance Financial Examiner

Sarah Haeft	Insurance Financial Examiner
Ryan Hanson	Insurance Financial Examiner
Richard Hinkel	Insurance Financial Examiner
Thomas Janke	Insurance Financial Examiner
Steven Junior	Insurance Financial Examiner
Jackie Karls	Program Assistant
Mark Knieval	Insurance Financial Examiner
DuWayne Kottwitz	Insurance Financial Examiner
Russell Lamb	Insurance Financial Examiner
Cindy Lawton	Program Assistant
John Litweiler	Insurance Financial Examiner
Penny Marten	Program Assistant
Peter Medley	Insurance Financial Examiner Chief
Kerri Miller	Insurance Financial Examiner
Randal Milquet	Insurance Financial Examiner
Eleanor Opprieht	Insurance Financial Examiner
Roger Peterson	Insurance Financial Examiner Chief
Bridgot Quandt	Insurance Financial Examiner
Danielle Rogacki	Insurance Financial Examiner
Thomas Rust	Insurance Financial Examiner
Sarah Salmon	Insurance Financial Examiner
Yvonne Sherry	Records Management Supervisor
Jean Suchomel	Insurance Financial Examiner
Frederick Thornton	Insurance Financial Examiner
Timothy VandeHey	Insurance Financial Examiner
Julie Wipperfurth	Program Assistant
Amy Wolff	Insurance Financial Examiner
Sheur Yang	Insurance Financial Examiner

**Bureau of Market Regulation**

Susan Ezalarab	Director
Florence DeLuca	Program Assistant
Jamie Key	Insurance Examiner
Jo LeDuc	Insurance Examiner
Ashley Natysin	Insurance Examiner

**Complaints Unit**

Annette Byrnes	Insurance Supervisor
Karen Becker	Program Assistant
Monica Hale	Program Assistant
Jennifer Harris	Program Assistant
Karen Osborne	Program Assistant
Gerilyn Schneider	Program Assistant
Yamiris Torres	Program Assistant

**Property and Casualty Unit**

Philip Kress	Insurance Examiner Chief
Laura Andreasson	Insurance Examiner
Penny Fitzgerald	Insurance Examiner
Drew Hunkins	Insurance Examiner
Jane Kovacik	Insurance Examiner
Gary Morris	Insurance Examiner
Katherine Otis	Insurance Examiner
Rhonda Peterson	Insurance Examiner
Rebecca Rebholz	Insurance Examiner

**Life and Health Unit**

Michael Honeck  
Bob DeZonia  
Renee Fabry  
Kenneth Hendree  
Kristy Jacobson  
John Kitslaar  
Lauren Schlinkert  
Matthew Syens

Insurance Examiner Chief  
Insurance Examiner  
Insurance Examiner  
Insurance Examiner  
Insurance Examiner  
Insurance Examiner  
Insurance Examiner  
Insurance Examiner

**Accident and Health Unit**

Diane Dambach  
Stephanie Cook  
Pamela Ellefson  
Linda Low  
Gerald Zimmer  
Marcia Zimmer  
Kevin Zwart

Insurance Examiner Chief  
Insurance Examiner  
Insurance Examiner  
Insurance Examiner  
Insurance Examiner  
Insurance Examiner  
Insurance Examiner

**Agent Licensing Section**

Laurna Landphier  
Laura Adkins  
Linda Goad  
Donald Peckham  
Phyllis Scott

Chief  
Program Assistant  
Program Assistant  
Program Assistant  
Program Assistant

**Division of Administrative Services**

Clare Stapleton Concord  
John Montgomery  
Patrick Bass

Administrator  
Deputy Administrator  
Executive Staff Secretary

**Bureau of Staff Services**

**Business Services Section**

Jacquelynn Gernetzke  
Joseph Hilgendorf  
Timothy Mero  
Andrea Nelson

Purchasing Agent  
Accountant  
Budget and Policy Analyst  
Contract Specialist

**Human Resources Section**

Candace Buckles  
Louise Karpinski  
Kathleen Keleher  
Judith Wagaman

Human Resources Program Officer  
Human Resources Specialist  
Training Officer  
Payroll and Benefits Specialist

**Information Services Section**

Judith Werner  
James Angus  
Scott Bradach  
Robert Climie  
Theresa Daggett  
Jackson Ellis  
Steve Nickell  
Benjamin Schilling  
Bee Vang  
Kaz Wojtkow

Chief  
IS (N) Network Specialist  
IS (N) LAN Coordinator  
IS (C) Comprehensive Professional  
IS (C) Comprehensive Professional  
IS (C) Comprehensive Specialist  
IS (S) Systems Specialist  
IS (C) Comprehensive Professional  
IS (S) Systems Development Specialist  
IS (C) Comprehensive Professional

**Services Section**

Matthew Berigan  
Marcia Elliott  
Sarah Green  
Fran Treinen  
Inger Williams  
Antonia Wilson

Records Management Program Supervisor  
IS (C) Comprehensive Professional  
Program Assistant  
Clerical Assistant  
Program Assistant  
Program Assistant



**Office of the Commissioner of Insurance—Office Finances**  
**General Fund—Supervision of the Insurance Industry**  
**Fiscal Year 2002 (Amounts in \$000s)**

	Total Revenue	Retained by Office of the Commissioner of Insurance	Transferred to State's General Purpose & Other Revenue Funds *
Premium Taxes	\$ 96,055	\$	\$96,055
Fire Department Dues	11,230		11,230
Liquidation Account Interest	937		937
Forfeitures	202		202
Insurance Company Examination Charges	3,919	3,527	392
Agent Initial Appointment Billing	1,619	1,457	162
Agent Appointment Renewal	6,760	6,084	676
Agent Continuing Education Fees	637	573	64
Producer License Issuance	849	764	85
Producer License Renewal	2,368	2,131	237
Company Licenses, Admissions, and Renewals	146	131	15
Certifications/Clearances	183	165	18
Miscellaneous**	58	52	6
<b>Total Revenue</b>	<b><u>\$124,963</u></b>	<b><u>14,884</u></b>	<b><u>\$110,079</u></b>
Insurance Company Conversion Reimbursements		24	
<b>Total Revenue and Conversion Reimbursements</b>		<b><u>14,908</u></b>	
Less Total Operating Expenditures		<u>12,167</u>	
<b>Net Operating Revenue</b>		<b><u>\$ 2,741</u></b>	

\* The Office of the Commissioner of Insurance retains 90% of licenses, services, and various other revenues. Taxes plus 10% of licenses, services, and various other revenues are remitted to the State of Wisconsin General Purpose Revenue Fund. Fire Department Dues are remitted to Wisconsin Fire Departments. Liquidation Account Interest accrues to liquidation account bank balances. Forfeitures are remitted to the Common School Fund.

\*\* Miscellaneous collections include: 1) photocopying, 2) service of process, and 3) publications.

**Office of the Commissioner of Insurance—Office Finances**  
**Segregated Funds**  
**Fiscal Year 2002 (Amounts in \$000s)**

	Total Revenue	Admin. Expenses	Operating Expenses	Net Operating Revenue***
Patients Compensation Fund	\$51,271	\$820	\$72,120	\$(21,669)
Local Government Property Insurance Fund	11,703	936	14,301	(3,534)
State Life Insurance Fund	7,502	620	7,691	(809)

\*\*\* During fiscal year 2002, each of the segregated funds experienced a net operating loss. This happened due primarily to an agency management decision to maintain low premium rates for fund insureds. Low premium rates were justified due to the adequacy of cash and fund reserve balances. Each of the funds continues to operate with adequate cash and fund reserves.

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